

To FCC entity,

I am glad there is an established system that will allow us, concerned users or future users of T-Mobile services to express our deepest and serious concerns over the recently announced merger. I do thank you for the opportunity!

I have been successfully a T-Mobile user since 2002 (first few years under my mom-in law's account, and then 2005 when I subscribed with my wife). Since then we have been grateful to T-Mobile services and prices they offered us with and definitely very acceptable contract agreement that served the both, T-Mobile and us as well in every possible mean. During the period of the almost a decade there was 2-3 times when I inquired about subscribing to AT&T services but never made the decision since I was opposed to their contract agreement content, early termination fees, plans prices as well and after all very bad customer review scores I have read all over the internet.

Just perfectly I have received a business phone through my company that was serviced by AT&T (plan and warranty. I had the worst experience in using their products starting with regular calls, not being able to rely on text messaging enough (postponed deliveries) and after all service outage.

As my relationship with T-Mobile grew after selecting a non-contract plan for my wife and I, phone I have decided to purchase was paid over \$500 + tax (since it was no subsidy on it). I am currently using that phone successfully (HTC HD2) on T-Mobile 3G network and for all the calls, texting, etc. If AT&T merges with T-Mobile announcement has already been made that they have no plans to keep the frequency of T-Mobile 3G network but to take it down which will affect my \$500+tax investment heavily! It will decrease in usability, performance, and after-all selling price as well. I will literally lose hundreds of dollars just due to a phone which I paid few months ago. (Note: AT&T did not offer anything as a replacement for the current phones).

I strongly vote AGAINST and express my deep concerns over this merger as I believe that AT&T will not be better for the consumer in any possible means. They will create monopoly on GSM networks that I am in favor for couple of reasons: familiarity with the technology, flexibility in using different carriers SIM Cards, and after all most importantly being able to use my phone on my trips to Europe when I go for a visit or business trips. Merger going through will not make me leave T-Mobile (newly AT&T) altogether but create another need of me having two different phones – one for Europe and one for here.

Considering staying with AT&T has already been out of my equation so Verizon comes as a potential carrier for both my wife and I. That is pretty much the lesser evil option for simple reason that Verizon is charging an arm and a leg for their services and both of us will be FORCED into cashing out MORE MONEY without any possible choices we have. Option # 3 for my wife and I is the closest but the most extreme: not to have a mobile phone AT ALL!!! You are probably surprised someone is thinking this option over these days when you cannot do anything without the phone. So yes – that's how desperate we are NOT to see this deal go through ... I understand T-Mobile has their losses which they are trying to avoid, but selling them to the first buyer who offers the most money will create winners out of the seller (T-Mobile) then a buyer (AT&T) and you can guess who the losers are: **customers**.

I cannot stress enough how bad this merger is (if it takes place) for me personally and my family as well. To summarize after all:

1. besides my already made investment which AT&T will no longer support in technology means (no 3G network T-Mobile is currently running), this causing direct loss of invested money,
2. Very bad reviews AT&T currently has as a cell phone carrier,
3. No plans and pricing that is similar to T-Mobile but much expensive (at least \$120 more annually for something that offers less in comparison to T-Mobile),
4. Contract of 2yrs that is full of corporate against consumer elements which offers forceful agreement where consumer is not protected in any possible way,
5. Early termination fees for higher end phones plus plans and contracts are literally sky-rocketing each year it seems,
6. Very secretive plans that are so far announced which leads me to believe it will not benefit us, T-Mobile customers in any way and has a message between the lines written all over that states “wait until we get this merger going, than you belong to us and we can do whatever we (AT&T) want to do”
7. AT&T phones are very often software affected where AT&T installs their software and does not provide clean manufacturer phone experience involving everything manufacturer intended to offer – this alone is one of the big down-sides for all of us, T-Mobile customers.
8. At the last, AT&T has recently changed the verbiage in their contracts with consumers where all lawsuits are actually going to be arbitrations between the carrier (them) and individually one user. Therefore, AT&T will be able to manipulate legally their product which consumers pay for and when the glitch is recognized, consumers will have to deal with it individually and not as a group. I do not expect that each customer gets awarded with millions of dollars due to \$5 overcharge, but simply not having options will create huge huge huge problem with today’s 21<sup>st</sup> century freedom of products used, products limited to and products you cannot even publicly complain about through the court of law as that always drew negative atmosphere about carrier themselves.

Now after expressing my concerns I will try to look at positive things about this merger:

- a. Better coverage nationwide,
- b. Maybe better quality 3G network if your phone is compatible but I doubt this;
- c. Wider options of the phones you may choose from with the high cost involved since the contracts are nicely written to benefit AT&T and not customers

Even trying to think positively out of four listed items concerns exists with two of them. Again, to make it clear, I tried to think positively and see what good may come out of this.

I have nothing else to say other than, please: think thoroughly and approve or deny wisely. My options are waiting effect once the FCC decision is made public and that is what to do – stay with AT&T, go for another carrier which is Europe incompatible technology wise, and third disconnect cell-phone service due to not having wide variety to choose from.

Sincerely,  
Aleksandar Kovacevic  
On May 1<sup>st</sup>, 2011